

**STATE OF CALIFORNIA
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING
DUTY STATEMENT**

Employee Name	Classification Name	Position Number
Vacant	Staff Services Analyst	
Division/Unit	Date Incumbent Prior	Pos. # (if applicable)
Business Services Office	11/29/2011	326-312-4742-001

SUMMARY OF RESPONSIBILITIES

The Mission of the Department of Fair Employment and Housing is to protect the people of California from discrimination in employment, housing and public accommodations and, from the perpetrations of acts of hate violence.

Under the supervision of the Staff Services Manager I, the Staff Services Analyst is responsible for a variety of average complex technical business service functions and preparation of analytical document writing requiring sufficient knowledge of operational policies and procedures. Duties include, but are not limited:

Description of Essential Functions:

- 35% In accordance with laws, rules, policies and procedures as outlined in the State Administrative Manual, State Contracting Manual and Purchasing Authority Manual, and guidelines set by the Department of General Services (DGS) Procurement Division the incumbent provides support to the BSO office for procurement and contracts. Receives, analyze, prepare, and execute request for procurement of equipment, furniture and service contracts by developing appropriate procurement/ contract language, writing specifications, development of bid packages, solicitations of bids, determine the most appropriate source or method, then award the contract appropriately; Obtain approvals from approving officials of Divisions and Control Agencies, process approvals for encumbrance of funds. Monitors procurement/ contract expiration dates and initiates request for renewals; solicits feedback from various office contract administrators.
- 20% In compliance with guidelines, policies and procedures of the DGS Telecommunications Division and the DFEH, provides support to the BSO for issue resolutions and maintenance of the Department's telephone system and telephone calling cards; and security keycard system analyze and research issues to determine a solution to an individual or system problem; provide ongoing maintenance by accessing system data base or data lines/jacks for any move, addition or change updates to the telephone, calling card system and keycard system; develop written recommendations for unresolved issues or equipment repair or replacement.
- 15% Works with BSO and Executive staff on special projects as required; administrative and annual report preparation as required by published guidelines and industry standards; review policies and procedures related to the daily operations of business service work and provide input to assure compliance; conduct analysis and research, including problem definition, resolution and alternatives to report preparations and submissions;

- 10% Adhering to guidelines set by the DGS Real Estate Design Services assist BSO in the coordination of internal or external office moves or renovations by scheduling movers, electricians or other appropriate contractors; resolves issues on leased buildings as requested by all office locations for resolution of any and all outstanding maintenance or repairs of the building.
- 10% Obtains information on forms duplication process for inventory and reports; maintain departmental forms, assign form numbers and maintain a master form file. Provides copies of equipment related purchase orders to the Property Controller and maintain procurement documentation files; provide maintenance on all procurement contract logs;
- 5% Upon request of employees conduct ergonomic evaluations at all DFEH locations; evaluate concerns of employee work space and make appropriate adjustments and suggestions to employee for an appropriate ergonomic set up; submit in writing findings and office supply or equipment change recommendations to DFEH Human Resources and Business Services Manager.
- 5% Provides general office assistance by acknowledgment of public at reception window, answer incoming telephone calls from public telephone line; courier deliveries and pick ups; receives and distribute Interagency mail, U.S. Postal mail and special deliveries; prepare and post out going mail; advise employees of the best way to ship materials and arrange for special pick-up services; some lifting of boxes may be required up to 50lbs; maintain mail logs and records;

Knowledge, Skills, Abilities:

Knowledge of: Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; and governmental functions and organization.

Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex business service operation problems. Develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise management or other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during the course of work.

Work Environment, Physical, or Mental Abilities:

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job.

- Requires working in a small office setting,
- Required to perform completed staff work;
- Requires ability to communicate diplomatically and professionally and interact daily with departmental staff, management, clients, vendors, the public and building property management by phone, electronically (written form), or in person
- Requires ability to effectively handle stress, and work in a noisy and fast paced environment.
- Requires daily use of a telephone, computer, monitor, keyboard, mouse in a workstation for 6.5 to 7 hours per day.
- May be required to transport boxes or office equipment and supplies with the use of a hand truck, push cart or other necessary means
- Requires ability to complete tasks that require reaching, bending, grasping, and making repetitive hand movements in the performance of daily duties.
- Requires prolonged sitting and/or standing in a workstation for 6.5 to 7 hours per day.
- Requires punctual and regular attendance.

- May be required to travel (day visits and/or overnight) to the DFEH six statewide office locations and various control agencies.
- Work may involve bending, stooping, kneeling and working in cramped spaces.

Desirable Qualifications:

Ability to provide completed staff work; communicate, understand and process information/direction verbally and in writing; recognize and communicate need for assistance; conform to job requirements and accept suggestions; work in a small office with high priority request and short deadlines; communicate need for assistance.

Actions and Consequences:

Failure to manage projects closely and meet deadlines may hinder productivity and result in financial loss to the department. Adhering to timelines is critical, as Business Services is responsible for promptly securing products and services to meet the daily needs of the department's statewide office locations.

Supervisor's Signature

Date

I have read and understand the duties as described above and I am capable of performing the essential functions with or without a reasonable accommodation.

Signature of Incumbent

Date